



Staff Services Manager II Series

9PB16

7500 – 4801 – 9PB16 – Staff Services Manager II (Supervisory)

7500 – 4969 – 9PB18 – Staff Services Manager II (Managerial)

Department(s): State Personnel Board/Statewide
Board of Equalization
Bureau of State Audits
CA Emergency Management Agency
CA Health & Human Services Agency
California Coastal Commission
California Conservation Corps
California Environmental Protection Agency
California Gambling Control Commission
California Health Benefit Exchange
California Housing Finance Agency
California Prison Health Care Services
California Student Aid Commission
California Tahoe Conservancy
California Technology Agency
California Workforce Investment Board
Commission on Teacher Credentialing
Department of Aging
Department of Alcohol and Drug Programs
Department of Boating & Waterways
Department of Child Support Services
Department of Community Services and Development
Department of Conservation
Department of Consumer Affairs
Department of Corporations
Department of Corrections & Rehabilitation
Department of Developmental Services
Department of Education
Department of Fair Employment & Housing
Department of Finance
Department of Financial Institutions
Department of Fish and Game
Department of Food & Agriculture
Department of Forestry & Fire Protection
Department of General Services
Department of Health Care Services
Department of Housing & Community Development
Department of Industrial Relations
Department of Insurance

Department of Justice
 Department of Managed Health Care
 Department of Mental Health
 Department of Parks & Recreation
 Department of Personnel Administration
 Department of Pesticide Regulation
 Department of Public Health
 Department of Real Estate
 Department of Rehabilitation
 Department of Resources Recycling and Recovery
 Department of Social Services
 Department of Toxic Substances Control
 Department of Transportation
 Department of Veterans Affairs
 Department of Water Resources
 Employment Development Department
 Employment Training Panel
 Fair Political Practices Commission
 First 5 California
 Franchise Tax Board
 Office of Environmental Health Hazard Assessment
 Office of Legislative Counsel
 Office of Legislative Counsel
 Office of Statewide Health Planning and Development
 Office of Systems Integration
 Office of the Inspector General
 Prison Industry Authority
 Public Employees Retirement System
 Public Utilities Commission
 San Francisco Bay Conservation & Development Commission
 Secretary of State
 Sierra Nevada Conservancy
 State Air Resources Board
 State Council On Developmental Disabilities
 State Energy Resource Conservation and Development
 Commission
 State Personnel Board
 State Teachers Retirement System
 State Water Resources Control Board
 Unemployment Insurance Appeals Board
 Victim Compensation & Government Claims Board

Opening Date: 9/27/2009
 Final Filing Date: Continuous
 Type of Examination: Multi-Departmental Open
 Salary: Monthly-Ranged-Salary - \$5,576.00 - \$6,808.00
 Tenure/Time-base: Permanent Full-time
 Permanent Part-time
 Permanent Intermittent
 Limited Term Full-time
 Limited Term Part-Time
 Limited Term Intermittent

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex,

marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this Qualifications Assessment at any time.

Once you have taken the Qualifications Assessment, you may not retake it for 9 months.

FILING INSTRUCTIONS

Final Filing Date: Continuous

Where to Apply: Click the link at the bottom of this bulletin.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the State Personnel Board, Examinations Unit at (866) 844-8671, TTY (916) 654-6336, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones, or at (800) 735-2922 from voice phones.

SALARY INFORMATION

Staff Services Manager II (Supervisory): \$5,576.00-\$6727.00 per month

Staff Services Manager II (Managerial): \$6,173.00 - \$6,808.00 per month

ELIGIBLE LIST INFORMATION

OPEN, MERGED eligible lists will be established by the State Personnel Board for use by other State departments. The names of successful competitors will be merged onto the eligible lists in order of final scores regardless of test date. Eligibility expires 12 months after it is established. Competitors must then retake the Qualifications Assessment to reestablish eligibility.

The Staff Services Manager II (Supervisory) and Staff Services Manager II (Managerial) lists may be used by departments to fill vacancies in other comparable classifications as an appropriate as determined by the hiring department consistent with applicable laws and rules.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

MINIMUM QUALIFICATIONS

EITHER I

One year of experience in the California State service performing the duties of a Staff Services Manager I.

OR II

One year of experience in the California State service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst. **And**

Current employment in a class with a level of responsibility not less than that of Staff Services Manager I.

OR II

Two years of experience in the California State service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.

OR IV

Experience: Four years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience which shall have included the preparation of reports and the presentation of recommendations to management beyond the trainee level, at least one year of which must have been in a supervisory capacity. (Experience in the California State service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Staff Services Manager I.) (In appraising experience, more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.) **And**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

POSITION DESCRIPTION

A Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial) for the State of California performs a wide variety of fiscal, management, and staff services functions including such areas as personnel, budget, management analysis, administrative services, program evaluation and planning, and policy analysis and formulation. Staff in these positions are typically subject-matter generalists who have demonstrated possession of the strong analytical skills, supervisory and/or managerial abilities, and personal qualifications to succeed in a broad range of fiscal, management, staff services, and related settings. Staff Services Managers II (Supervisory) and (Managerial) are responsible for the effective resolution of a broad range of governmental, supervisory, and/or managerial problems. They conduct and/or review analytical studies and surveys; formulate procedures, policies, and program alternatives; make recommendations on a broad spectrum of administrative and program-related problems; review and analyze proposed legislation, and advise management on its impact or potential impact; represent the State or a given department as assigned; and do other related work.

The Staff Services Manager II (Supervisory) is the full supervisory level over analytical and administrative work. Staff at this level are typically in charge of a well-established and fully-developed Staff Services function. The Staff Services Manager II (Managerial) is the first management level over analytical and administrative work. Staff at this level have significant responsibilities for formulating or administering agency or departmental policies and programs.

Positions exist throughout the State of California in various departments.

EXAMINATION INFORMATION

Qualifications Assessment – Weighted 100.00%

The examination will consist of a Qualifications Assessment, which is the sole component of the Staff Services Manager II (Supervisory) and Staff Services Manager II (Managerial) exam. To obtain a position on the eligible list(s), a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Qualifications Assessment.

To preview the Qualifications Assessment questions, [click here](#).

To view the Final State Of California Leadership Competency Model located on the HRMod homepage at <http://www.dpa.ca.gov/hr-mod/main.htm> , click on the link provided there.

KNOWLEDGE AND ABILITIES

Core Leadership Competencies

Analytical Thinking

The ability to approach a problem by using a logical, systematic, sequential approach.

Change Leadership

The ability to manage, lead, and enable the process of change and transition while helping others to deal with their effects.

Customer Focus

The ability to identify and respond to current and future customer's needs.

The ability to provide excellent service to internal and external customers.

Communication

The ability to listen to others and communicate in an effective manner. The ability to communicate ideas, thoughts, and facts in writing. The ability/skill to use correct grammar, spelling, sentence and document structure, accepted document formatting, and special literary techniques to communicate a message in writing.

Conflict Management

The ability to prevent, manage, and/or resolve conflict.

Decision-Making

The ability to make decisions and solve problems involving varied levels of complexity, ambiguity, and risk.

Developing Others

The ability and willingness to delegate responsibility, work with others, and coach them to develop their capabilities.

Ethics and Integrity

The degree of trustworthiness and ethical behavior of an individual with consideration for the knowledge one has of the impact and consequences when making a decision or taking action.

Fostering Diversity

The ability to promote equal and fair treatment and opportunity for all. The ability to effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment. The ability to demonstrate the knowledge of a supervisor's or manager's responsibility for promoting equal opportunity in hiring and employee development and promotion.

Interpersonal Skills

The ability to get along and interact positively with coworkers. The degree and style of understanding and relating to others.

Personal Credibility

Demonstrating concern that one be perceived as responsible, reliable, and trustworthy.

Planning & Organizing

The ability to define tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives.

Team Leadership

The ability to effectively manage and guide group efforts. This includes providing the appropriate level of feedback concerning group progress.

Thoroughness

The ability to ensure that one's own and other's work and information are complete and accurate. The ability to carefully prepare for meetings and presentations. The ability to follow up with others to ensure that agreements and commitments have been fulfilled.

Vision and Strategic Thinking

The ability to support, promote, and ensure alignment with the organization's vision and values. The ability to understand how an organization must change in light of internal and external trends and influences.

Workforce Management

The ability to effectively recruit, select, develop, and retain competent staff; includes making appropriate assignments and managing staff performance.

Occupation (Classification) Specific Competencies

Creative Thinking

The ability to look at situations from multiple perspectives. The ability to do or create something new. The ability to create solutions to problems using novel methods and processes.

Diagnostic Information Gathering

The ability to identify the information needed to clarify a situation, and to draw out the information when others are reluctant to disclose it.

Empowering Others

The ability to convey confidence in employees' ability to be successful, especially at challenging new tasks; to share significant responsibility and authority; and to allow employees' freedom to decide how they will accomplish their goals and resolve issues.

Organizational Awareness

The ability to understand the workings, structure, and culture of the organization as well as the political, social, and economic issues affecting the organization.

Professional and Personal Development

The commitment to improve one's technical and personal growth.

Resource Management

The ability to ensure the effective, efficient, and sustainable use of public service resources and assets, human and financial resources, real property, and business information.

Results Orientation

The ability to focus personal efforts on achieving results consistent with the organization's objectives.

BENEFITS

- Employer/employee paid health and dental insurance
- Employer paid vision insurance
- Paid Vacation/Sick/Annual Leave Benefits
- Twelve (12) paid holidays
- Employer paid disability insurance
- Defined Benefit Retirement Program (upon vesting)
- Employee paid deferred compensation program (401K and 457)
- Flexible work schedules and work hours
- Pre-tax reimbursement for medical care, child care, and parking programs
- Employee Assistance Program
- Career development/professional advancement

VETERANS' PREFERENCE POINTS

Veterans' Preference Points will not be added to the final score for this exam, because it does not meet the requirements to qualify for Veterans' Preference Points.

CAREER CREDITS

Career Credits will not be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

State Personnel Board
801 Capitol Mall
Sacramento, CA 95814
(866) 844-8671, TTY (916) 654-6336
California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

GENERAL INFORMATION

Applications are available at www.jobs.ca.gov, State Personnel Board offices, and local offices of the Employment Development Department.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specification [here](#).

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of

the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference Points: California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the State Personnel Board (SPB). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at www.spb.ca.gov or from the State Personnel Board, 801 Capitol Mall, Sacramento, CA 95814, and the Department of Veterans Affairs.

TAKING THE EXAM

When you click the link below, you will be directed to the Qualifications Assessment. At the end of the Qualifications Assessment, it will be instantly scored.

[Click here to go to the Qualifications Assessment.](#)